

November 2011 State Employee of the Month

Clifton Parker – Department of Social Services

As an Administrative Office Support Assistant for the Department of Social Services, Legal Services – Hearings , Clifton Parker daily works with office personnel to complete tasks in a timely and efficient manner and always with a “can do” attitude. As the main public contact he consistently provides high quality service and has quickly learned all the “ins and outs” to keep the office running smoothly and looks for ways to streamline processes. In addition to his daily tasks, Clifton has also recently taken on the task of training new clerical staff as vacancies occur.

The Division recently had a clerical turnover rate of more than 100%, and at one point Clifton was the only clerical worker for child support hearings who was not new or not in the training process. During this time, which was very stressful for the entire office, Clif essentially held the office together by taking on the responsibilities of all five [5] clerical positions supporting 15 attorneys. He not only was able to maintain his own work, but simultaneously trained four new employees and also took on extra duties not normally required. He single-handedly kept the office work-flow process on track and maintained a positive and friendly attitude.

Clif is very passionate about improving the work environment, and with such a high turnover rate office morale had been low, which was a major concern of his. He volunteers on the Legal Services Survey of Employee engagement committee and is an invaluable resource with his past work experience, intelligence, and passion.

Clifton Parker is definitely the type of employee we all should strive to emulate and without question an invaluable resource for the Division, Department, and citizens of Missouri.